

SCOPE OF WORK

Subject to the terms and conditions of an Agreement, AIIMS shall engage UAV operators to operate Beyond Visual Line of Site (BVLOS) in fixed pre-defines/ pre-approved flight paths and deliver Medical Supplies payload at selected locations in Uttarakhand and return to the command station. The UAV operator shall be responsible for establishing, installing, operating, and maintaining UAV based system and associated logistics for the delivery of medical supplies and essentials. Also, the UAV operator must adhere to safety guidelines and the latest regulations Drone Rules 2021 by Govt. of India for operating UAVs.

The service provider will be expected to run routine and emergency deliveries of medical commodities such as vaccines, medicines, diagnostic samples, blood components and other supplies to and from remote areas that are not well connected through regular transportation networks.

The parts of the supply chain that will be serviced include but are not limited to immunization, blood, emergency supplies, diagnostics, medicines, and routine supplies.


The list of possible commodities to be carried include but are not limited to vaccines, medicines, blood units, and diagnostic samples.


The services to be provided are purely non-commercial in nature and will only apply for purposes in the public health ecosystem.

Site: Rishikesh, Uttarakhand (Site Institution: AIIMS Rishikesh)

Objective: To implement the drone-based delivery of medical supplies in the hard-to-reach terrains of the cold mountains of Uttarakhand.

Broad Scope: This project aims to implement the drone-based delivery of various medical supplies in difficult terrains and health centers situated in Uttarakhand.


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Specification of UAV requirement:

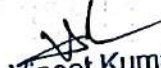
Parameter	Specification / Requirement
UAV Type	Hybrid / Fixed Wing BVLOS Drone
Take-off and Landing	Vertical Take-off and Landing (VTOL)
Minimum Payload Capacity	4 kg
Endurance	Minimum 60 minutes
Operating Range	Minimum 80 km on a single charge / without battery change, in hilly terrain
Elevation in Range	Minimum 2000 meters (2 km)
Maximum Delivery Time	50 km within a maximum of 35 minutes
Operational Wind Speed	Minimum 35 km/h or better
Navigation (GNSS)	GPS / GLONASS / NavIC
Operating Temperature Range	-10°C to +50°C or better
Operational Ceiling Height	4000 meters AMSL
Safety Features	- Redundant Propulsion- Redundant Communication- Wind Failsafe- Battery Failsafe
Ground Control Station (GCS)	All essential arrangements to establish a ground control station at no additional cost
Compliance	Must comply with Drone Rules 2021 (amendment 2022) and be listed as an approved model on the DGCA Digital Sky platform
Emergency Recovery Mode	Ability to return to home/base in case of communication failure, low battery/power, or beyond operational wind speed
Communication Link	2.4 GHz or better with 128-bit AES encryption (ETA certificate required)
Weather & Terrain Capability	All Weather, All Terrain
Operating Altitude	400 ft AGL or better
Minimum Distance per Day	100 km (may vary depending on sorties and operations)
Make in India Compliance	Minimum 50% Indian components


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Power Source	Fully Electric
Pilot Requirements	DGCA Approved Pilots
Experience / Work Orders	Existing MoU or Work Order with any State/Central Government Department
Work Experience	Minimum 1000 km of delivery flights completed
Vendor Eligibility	Vendor should not be blacklisted by any client agency
Real-Time Monitoring Capability	Required
Inventory Management	Internal order tracking, inventory tracking, admin rights, invoicing, and order reports
Duration of Service	12 months
Drones Available at Site	2 at all times
Service Type	Drone-as-a-Service Vendor


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Flight path specification

1. UAV should be able to follow a pre-defined flight plan and must have real-time visibility of adherence to the flight plan. The UAV must follow fully autonomous take-off, flight, and landing along GPS way-points.
2. The ability for dynamic reconfiguration of the flight path from the Ground Command Station.
3. Vertical take-off and reverse pick-up capability is required.
4. Multiple Fail-safe options available.
5. Third-party insure is compulsory.

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Pre-Qualification Criteria (PQC)/Administrative evaluation criteria

The following will be the minimum Pre-Qualification Criteria (PQC). Responses not meeting the minimum PQC will be summarily rejected and will not be evaluated further:

Sl. No.	Pre-Qualification Criteria	Supporting copy of documents required (All documents must be self-attested by the authorized person of the proponent).
1	The proponent shall be a legal entity, registered as Company/LLP/Society/partnership firm/proprietorship firm under respective acts in India.	Company Incorporation Certificate From ROC/Partnership deed etc.
2	The proponent must be registered in India with taxation and other administrative authorities.	GST Registration or GST exemption certificate/PAN Card
3	The proponent should have experience in development and deployment of UAV in three (3) immediately preceding years and minimum of 10,000 km of flight in a single project.	Project Completion Certificate / Letter / Work Order
4	Minimum Annual Turnover of bidder should be Rs. 40 lakhs (average of last 3 years i.e. 2022-23, 2023-24 and 2024- 25)	CA verified turnover document to be submitted.
5	The proponent should have a registered office in India	Proof of Registered office

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6	The proponent will have to showcase capability (minimum 50 aerial km single flight) as mentioned in Demonstration Methodology (Appendix - X) of this tender without fail. The Bidder would be required to showcase the demonstration to the Empowered Committee on a "No Cost No Commitment" basis before opening of the financial bid. The schedule of demonstration will be notified to all eligible technical bidders.	Undertaking on Proponent's Letter head, duly signed and stamped by the Authorized Signatory
7	DGCA Certification licensing (if applicable)	
8	EMD (Earnest Money deposit) of Rs. 2,35,000(3% of total contract value).	EMD to be submitted in FDR/BG format.
9	Authorization Letter (Format – 1)	
10	Declaration - Tender (Format – 2)	
11	A notarized affidavit stating that bidder has not been debarred/ blacklisted currently or on any previous occasion by any of the Central/State Departments/Institutions/Local Bodies/Municipalities/PSU/Public Sector Banks/Public Limited Company/ Government Medical College/Government Hospitals/Autonomous bodies.	An affidavit on Rs 10/- Non Judicial stamp paper duly notarized shall be submitted.
12	A notarized affidavit stating that no criminal case is pending against bidder by any of The Central/State	An affidavit on Rs10/-Non Judicial stamp paper duly

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	Departments/Institutions/Local Bodies/Municipalities/PSU/Public Sector Banks/Public Limited Company/ Government Medical College/Government hospitals/Autonomous bodies.	notarized shall be submitted.
13	UAV Specification (Format-3)	
14	MSE/Startup Certificate (if applicable)	
15	Unique Identification Number (UIN) obtained from DGCA	
16	Listing in Digital Sky/Airspace Map	
17	Third- party Insurance	
18	Details of the trained pilot with certification	

L1 will be decided after 4 evaluations

- Administrative evaluation
- Technical evaluation
- Demonstration evaluation
- Financial evaluation

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Technical Evaluation Criteria


UAV DETAILS	
UAV make and hardware specifications	
Type of UAV (fixed-wing/ multi-rotor/ hybrid)	
Category of UAV (Nano /Micro / Small/ Large)	
Maximum aerial distance and coverage area	
Operating altitude and maximum altitude	
Maximum wind speed handling limit	
Capability to operate in all weather conditions (Yes/ No)	
Maximum and average speed of UAVs	
Battery Charging Duration (Minutes)	
No. of batteries required per UAV	
Battery Specifications	
Battery voltage (V) at each launch and landing	
Take-off and landing requirements	
Payload delivery mechanism: Top load/Side load/ Bottom load	
Payload capacity (KG)	
Temperature maintenance and sensors that communicate with the base station	
Time to setup base stations / landing points + capability of dynamic starting / ending points	
SAFETY FEATURES	
Third-Party Insurance (Yes/No/In	

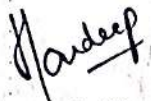
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Process)	
Geo-fencing, return to home and flight termination capability (Yes/No)	
Live Trajectory Information and Monitoring features (Yes/No)	
Explain mechanism of safe UAV landing in case of geo-fencing breach	
Flight Logging (Yes/No)	
Safety requirement as per DGCA (Yes/No)	
Included Software Details	
Order Placement and Inventory Management Software (Yes/No)	
Ground Control Software (Yes/No)	
Live Tracking facility (Yes/No)	


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Appendix X

DEMONSTRATION METHODOLOGY

1. The demonstration will be conducted on "No Cost No Commitment" basis by The Executive Director / The Empowered Committee as per Annexure.
2. **Number of Trials and Other Associated Items:**
 - a. **A flight demo:** The demo flight shall showcase the following capabilities:
 - i. The demo flight has to carry 3 kg of Payload from AIIMS Rishikesh Helipad to District Hospital New Tehri in one go and then return with the same Payload.
 - ii. One-way Flight time must not be more than 40 mins.
 - iii. The UAV should mandatorily attain a minimum elevation of 2000 m AGL.
 - b. **Software demo:** The vendor has to demonstrate the following items:
 - i. Order Placement through the included Software
 - ii. Inventory Management
 - iii. Ground Control Software
 - iv. Live Tracking of the Flight
3. **Crew.** Crew representatives for the demonstration will be provided by the Vendor. Prior to the commencement of the demonstration, vendor representatives will undertake a briefing of the team evaluating the demonstration. The vendor representatives should have adequate knowledge about the equipment/ spares/ tools to give the complete


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details of the equipment.

4. **Time frame for Demonstration.** The vendor will confirm his willingness to showcase the demonstration at the Buyer specified location on the notified date and time.
5. **Non-Compliance:** The vendors found non-compliant in the demonstration would be disqualified
6. **Transportation of Equipment.** Being NCNC demonstration all charges for transportation freight, insurance, custom, GST and any other local taxes shall be borne by the vendor.
7. **Location of Demonstration.** Demonstration will be undertaken at AIIMS Rishikesh Helipad;
8. **Pre - Demonstration Meeting:** A pre demonstration meeting to discuss broad schedule and modalities of demonstration will be organized at a place which will be intimated to the vendors. The meeting will include the representative of the vendor and all stakeholders and agencies involved in conduct of demonstration.
9. **Representations / Requests:** All queries, representations and requests related to the demonstration will be addressed in writing to the Empowered Committee.
10. **Schedule of Demonstration:** The likely schedule and sequence of demonstration will be informed to the vendor representatives during the pre-demonstration meeting.


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Financial Requirement

Price Bid		
Site	Quoted Price in INR (per km) exclusive of GST.	Remarks
Site: AIIMS Rishikesh		Price should be inclusive of all charges such as software, drone logistics, human resources, travel and accommodation, any other incidental charges, etc.

Note: • Quoted rates (exclusive of GST) are to be provided on 'per kilometer' basis.

L1 will be decided on lowest charges quoted per km.

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INSTRUCTIONS TO BIDDERS

1. Documents to furnish

Bidders are requested to go through all pre-qualification requirements, the scope of work for execution & requirements w.r.t technical/ financial capabilities for acceptance, and submission of documents as mentioned in Administrative and Technical qualification criteria.

AIIMS Rishikesh reserves the right to call for any clarifications confined in the broad scope, wherever such a clarification becomes necessary for proper judgment in evaluation.

2. Rejection Criteria

The application is liable to be rejected if:

- a. The proposal is not submitted as per the requirements indicated in the TENDER.
- b. Not in the prescribed format.
- c. Not properly stamped and signed as per requirements.
- d. All relevant supporting documents are not furnished with the PQC.
- e. The proposal shall be substantially responsive without any material deviation, failing which the proposal shall be summarily rejected.

3. Disclaimer

- a. AIIMS, RISHIKESH shall not be responsible for any late receipt of applications for any reasons whatsoever.
- b. AIIMS, RISHIKESH reserves the right to reject all applications without assigning any reasons thereof.
- c. AIIMS, RISHIKESH may relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the AIIMS, RISHIKESH without assigning any reasons thereof.
- d. To include any other item in the Scope of work at any time after consultation with proponents or otherwise.

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4. Evaluation Methodology

- a. Screening of all the tenders shall be carried out as per the Pre-Qualification criteria and technical criteria mentioned in the document and based on the verification of documents submitted.
- b. The bidders found suitable for technical criteria will be further evaluated on financial criteria and the financial bids submitted will be evaluated.

5. Signing of Contract

- a. L1 will be decided on the basis of minimum charges quoted per kilometer.
- b. The successful bidder has to submit Performance Bank Guarantee after receiving GeM Contract.
- c. A contract will be signed with the L1 bidder within two weeks of issue of gem contract after submission of Performance Bank Guarantee.

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6. Penalty for Non – Performance

- a. In any of the defaults described, AIIMS, RISHIKESH reserves the right to get the work done through alternate sources at the cost and risk of the defaulting agency.
- b. If there is any damage of goods/ supplies due to failure of drones, AIIMS, RISHIKESH reserve the rights to charge the penalty equivalent to the cost of goods/ supplies.
- c. In case of break down, after its reporting for duty, the UAV/Drone will have to be replaced by same type immediately or within an hour. In case of non-availability of suitable UAV/Drone a penalty up to Rs. 500/- may be imposed in addition to deduction on pro-rata basis for the period. If the number of break down exceeds three times in a month, a penalty of Rs. 500/- per break down shall be imposed.
- d. In case of non-availability of UAV/Drone for any particular day penalty of Rs. 500/- per day shall be imposed in addition to deduction of hire charges on pro-rata basis for the period.
- e. If the UAV/Drone provided by the Service Provider is found to be not in good condition or without proper document; the UAV/Drone may be rejected and sent back. No payment shall be made on account of such rejection. However, in case of dispute the decision of Executive Director AIIMS RISHIKESH shall be final and binding.
- f. Should not refuse to provide UAV/Drone against AIIMS RISHIKESH's requirement and on each refusal a penalty as given at point (c) above will be deducted from the running bills besides any other action under any other provisions of this tender.
- g. The Service Provider shall always ensure that the services being provided under this Contract/ Agreement are performed strictly in accordance with all the applicable laws, orders, bye-laws, regulations, notifications, rules, standards, guidelines, recommended practices etc. including notifications issued by the Ministry of Civil Aviation, from time to time.


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Authorization Letter
(To be submitted on Agency's Letter Head)

To

The Executive Director ,
AIIMS Rishikesh.

Subject: Letter for Authorized Signatory

Ref. No. Bid No. dated

Ma'am/Sir,

This has reference to your above-mentioned Tender (TENDER) for the Delivery of Medical supplies by Unmanned Aerial Vehicle (UAV) at AIIMS Rishikesh.

Mr./Miss/Mrs/Dr _____ is hereby authorized to submit the TENDER documents and participate in the processing on behalf of M/s _____ (Company Name).

The specimen signature is attested below:

Name: _____

(Specimen Signature of Representative)

Yours faithfully,

(Signature of the Authorized signatory)

Name:

Designation:

Seal:

Date:

Place:

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Tender

(To be submitted on Company's Letter Head)

To

The Executive Director ,
AIIMS Rishikesh.

Subject: Submission of Tender for Delivery of Medical supplies by Unmanned Aerial Vehicle (UAV) at AIIMS Rishikesh.

Ref: Bid No.

Ma'am/Sir,

The undersigned having read and examined in detail all the TENDER documents pertaining to your requirement, do hereby express the interest to participate in this bid with the acceptance of all the terms and conditions of the bid. The details of the Company and contact person are given below:

1	Name of the Bidder	
2	Address	
3	Name, designation & address of the person to whom all references shall be made	
4	Telephone No. (with STD code)	
5	Mobile No. of the contact person	
6	Email ID of the contact person	

I/we hereby declare that my/our TENDER is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Authorized signatory)

Name:

Designation:

Seal:

Place

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To,

The Executive Director ,
AIIMS Rishikesh.

Subject: Undertaking of UAV specification

Ref: TENDER No. dated

Ma'am/Sir,

This has reference to your above-mentioned Tender for Delivery of Medical supplies by Unmanned Aerial Vehicle (UAV) at AIIMS Rishikesh.

The M/s-----agreed to provide the UAV with specifications provided in
Technical Criteria with the price bid for the proposed site (s):

Yours faithfully,

(Signature of the Authorized signatory)


Name:


Designation:

Seal:

Date:

Place:


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Undertaking with regard to production capacity
(To be submitted on Company's Letter Head)

To,

The Executive Director ,
AIIMS Rishikesh.

Subject: Undertaking regarding Production Capacity

Ref: Bid No. dated

Ma'am/Sir,

It is hereby confirmed and declared that M/s-----, does have the capacity (including operational cost etc) to provide and deploy at least..UAV in one month. (subject to approval of DGCA).

The M/s -----, does have the capacity to conduct.. sorties per day/ month.....in the selected location within a defined range (subject to approval of DGCA).

Yours faithfully,

(Signature of the Authorized signatory)


Name:


Designation:


Seal:

Date:

Place:


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OBLIGATIONS OF THE VENDOR

1. The Vendor agrees to strictly abide by the terms of undertaking the Project as per GeM Contract document accepted by the Vendor including Technical specifications committed to be provided by the Vendor placed.
2. The Vendor agrees to adhere to the safety guidelines as per the regulations by the Directorate General of Civil Aviation, Govt of India for operating BVLOS-UAV.
3. The Vendor agrees to strictly abide by the specification of UAV requirement, as defined by AIIMS Rishikesh as per TENDER and as per terms accepted by the Vendor in GeM Contract on the following terms:
4. Their UAV is capable of BVLOS flight and is capable of returning to home/ command station after delivery of the payload.
5. The Vendor undertakes that its UAV shall take-off vertically and carry maximum payload (as mentioned previously) and that it shall preferably over board mounting of the payload.
6. The Vendor agrees to strictly undertake take-off and landing of its UAV as per DGCA guidelines/latest DRONE rules for BVLOS.
7. It agrees not in any case undertake Parachute based delivery of medical supplies.
8. The Vendor will ensure to keep constant tracking/navigation/communicating of its UAV with the base station.
9. The Vendor agrees to ensure that its UAV will strictly adhere to the safety features and weight requirements as per DGCA/MoCA guidelines/latest DRONE rules.
10. The Vendor agrees to abide by the flight path specification for undertaking the Project as defined by AIIMS Rishikesh. The UAV of the

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Vendor shall follow a pre-defined flight plan, which shall be approved by AIIMS Rishikesh and shall have real-time visibility of adherence to the flight plan and shall implement the Project in specific sites.

11. Its UAV shall undertake a fully autonomous take-off, flight and landing along GPS way-points.
12. Its UAV has the ability for dynamic reconfiguration of the flight path from Ground Command Station.
13. Its UAV has the ability and shall undertake vertical take-off and reverse pick up as per recommendations of AIIMS Rishikesh.
14. Its UAV has multiple Fail-safe options inbuilt and shall be exercised by the Company in its UAV as per the requirements.
15. The Vendor agrees that it has taken third-party insurance as per Drones rules 2021 or latest (CG-DL-E-26082021-229221/PART X INSURANCE) for the Project Work defined in the MoA. The Vendor agrees to maintain in full force and effect insurance coverage which is adequate against all liabilities, claims and risks to be covered in the insurance. The vendor undertakes to provide insurance coverage to take care of the unforeseen damages that may occur during the project including, but not limited to the following:
 - a. Any damage to the UAV or loss/ damage of Human life or any other property while undertaking commitments under the Project;
 - b. Operational failure of UAV;
 - c. Damage of Payload or carrier box while undertaking sorties under the project. The Vendor will ensure to compensate AIIMS Rishikesh for damages that may be caused due to damage of payload or carrier box in each sortie. The vendor further agrees to compensate AIIMS Rishikesh for the amount equivalent to the damages that might result for all the sorties.
16. The Vendor will deliver the medical supplies strictly as per the

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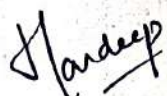
temperature and safety requirements for the delivery specified by the manufacturer and endorsed by the Ministry of Health and Family Welfare, Govt. of India.

17. Notify AIIMS Rishikesh of any material change in its incorporation status, shareholding, Project Coordinator or any such change that would impact the performance of its obligations under the Project and this Agreement.
18. Not assign or transfer the Project interests/rights to any third party directly or indirectly without prior written consent from AIIMS Rishikesh or its authorized representative till full and final settlement of all dues to the satisfaction of AIIMS Rishikesh or its authorized representatives.
19. The Vendor shall ensure that usage of UAV under this Project, under approval from the competent authorities such as DGCA, ATC granted by the Airport Authority of India of the approved sites shall be used strictly for implementation of this Project only and for no other purpose.

Payment Terms

1. The payment to the Service Provider will be made on quarterly basis.
2. Any violation of contractual obligations by the Service Provider/employee shall attract penalties as mentioned against each obligation. The Service Provider confirms and agrees that penalty whenever becomes payable, the same shall be deducted by the user department from the payments due to the Service Provider.
3. All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same. The Service Provider shall pay the GST and the price quoted is inclusive.
4. Payment shall be made once the Service Provider submits the invoice for the same as per the prescribed process flow.
5. The Buyer shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice, logbook and service feedback.
6. Payment shall be made only after submission of invoices, logbook, service feedback, non-submission of the same may lead to delay/ deduction in payment.
7. All the penalties/ fine/ interest (if applicable) will be settled before making the payments. Service Provider shall not have any objection on the same.


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Mandatory Regulatory and Operational Requirements – Tender

With reference to the above-mentioned tender, all participating bidders are hereby informed that compliance with the following regulatory and operational requirements is **mandatory** for the proposed service provider. These conditions shall form an integral part of the tender evaluation and contract execution.

1. Regulatory Registrations and Approvals

The service provider must possess valid and current:

- Registration, certification, and approvals from the Directorate General of Civil Aviation (DGCA).
- Registration, certification, and approvals from the Uttarakhand Civil Aviation Development Authority (UCADA).
- Necessary communication clearances and operational approvals from the Airports Authority of India (AAI).
- Registered with DGCA certified Government RPTO.

Documentary proof of the above shall be submitted along with the bid.

2. Flight Approvals and ATC Coordination

It shall be the sole responsibility of the service provider to:

- Obtain all required flight permissions and regulatory clearances for each operation.
- Coordinate with the concerned Air Traffic Control (ATC) authorities and provide all necessary flight-related information prior to every flight.


No responsibility in this regard shall rest with the procuring authority.


3. Data Management and Reporting

The service provider must:

- Properly maintain all flight log files and flying data records in accordance with applicable aviation regulations.
- Share such records with the Drone Department as and when requested, without delay.

4. Maintenance and Spare Parts


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The service provider shall be fully responsible for:

- Proper maintenance of drones and calibration of all instruments and equipment.
- Ensuring availability of a minimum of two (02) complete sets of essential spare parts and instruments at the designated hub at all times.

5. Logistics and Handling of Medical Supplies


The service provider shall be entirely responsible for:

- Packaging, loading, and unloading of medical supplies.
- Safe transportation and delivery of medical supplies to the designated personnel at both hub and spoke locations.

Failure to comply with any of the above mandatory requirements may result in rejection of the bid or termination of the contract, as applicable.

All bidders are advised to carefully review these requirements and ensure strict compliance.


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